COMPLAINT PROCESSING CHART

Request for Assistance
HCD-418 submitted to Ombudsman

→

Jurisdiction Evaluated
HCD-418 reviewed and evaluated for jurisdiction

↓

Ombudsman Jurisdiction —No→ **Refer to Appropriate Jurisdiction**

↓

Complaint Accepted
Subject notified by mail and allowed to resolve complaint or respond to allegations

↓

Complaint Resolved —Yes→ **Complaint Closed**

↓ No

Manufactured Home/ Commercial Coach Complaints

Mobilehome Residency Law Complaints

Mobilehome Parks Complaints

↓

Referred to Occupational Licensing for Investigation

Complaint Closed
Civil Matter

Referred to Area Office for Inspection

↓

Violations Substantiated —No→ **Complaint Closed** ←No— **Violations Substantiated**

↓

Correction Ordered and/or Warning Letter Issued

Correction Ordered

↓

Violations Corrected —Yes→ **Complaint Closed** ←Yes— **Violations Corrected**

↓ No

License Disciplinary Action Pursued

↓ No

Referred to Local District Attorney